**From:** Daniel Cohen
**To:** Marc Schneider
**Cc:** Jesse Silva; Eligio Lara
**Subject:** FW: Condor Camera Pan
**Date:** Wednesday, June 12, 2024 12:46:07 PM

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Chief –

The demo Flock video camera that is in the 100 block of East Grant was not functioning properly. The video was working, but the pan/tilt/zoom wasn't functioning. We found out why…

I guess we put it in the right location.

FYI only.

*Dan Cohen, Division Commander*
*Santa Maria Police Department*
*(805) 928-3781 X-1234*

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**From:** Michael Balcorta <mbalcorta@cityofsantamaria.org>
**Sent:** Tuesday, June 11, 2024 4:27 PM
**To:** Daniel Cohen <dcohen@cityofsantamaria.org>
**Subject:** Fwd: Condor Camera Pan

Get Outlook for iOS

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**From:** Flock Safety Support <support@flocksafety.com>
**Sent:** Tuesday, June 11, 2024 1:50:10 PM
**To:** Stephen Best <sbest@cityofsantamaria.org>
**Cc:** libby.landers@flocksafety.com <libby.landers@flocksafety.com>; Eligio Lara <elara@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; jake.sherman@flocksafety.com <jake.sherman@flocksafety.com>
**Subject:** RE: Condor Camera Pan

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

I thought I had informed you! My apologies there. I have attached a picture of how the device was found for visibility. It is full of holes, so we are amazed it is online at all.

-Rhianna

---------- Original Message ----------
**From:** Stephen Best [sbest@cityofsantamaria.org]
**Sent:** 6/11/2024, 10:14 AM
**To:** support@flocksafety.com
**Cc:** libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; jake.sherman@flocksafety.com
**Subject:** RE: Condor Camera Pan

Sorry, I was unaware it had been vandalized.

Thank you for the update.

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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**From:** Flock Safety Support <support@flocksafety.com>
**Sent:** Tuesday, June 11, 2024 9:56 AM
**To:** Stephen Best <sbest@cityofsantamaria.org>
**Cc:** libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; jake.sherman@flocksafety.com
**Subject:** RE: Condor Camera Pan

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Our team had to order a replacement camera since this location was vandalized. They expect the new equipment to arrive in time for the scheduled work order date, 6/18.

Thank you for your patience!

-Rhianna

---------- Original Message ----------
**From:** Stephen Best [sbest@cityofsantamaria.org]
**Sent:** 6/11/2024, 9:17 AM
**To:** libby.landers@flocksafety.com; support@flocksafety.com; mbalcorta@cityofsantamaria.org; jake.sherman@flocksafety.com
**Cc:** sbest@cityofsantamaria.org; elara@cityofsantamaria.org
**Subject:** RE: Condor Camera Pan

Flock Safety Support,

We reported our Condor Camera “C001 Grant @ River Ranch Dr -WB” on 05-29-24 was not working properly. The PTZ did not work.

It still has not been fixed.

Our Community Services supervisor has been talking with local business owners offering Flock as a possible solution to some of their neighborhood problems. He is unable to demonstrate the camera it its current condition.

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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**From:** Flock Safety Support <support@flocksafety.com>
**Sent:** Thursday, May 30, 2024 10:08 AM
**To:** Michael Balcorta <mbalcorta@cityofsantamaria.org>
**Cc:** Stephen Best <sbest@cityofsantamaria.org>
**Subject:** RE: Condor Camera Pan

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Our team thinks that the motor is stuck and will need to be manually adjusted, so we are going to schedule a technician to take a look.

Thank you again for your patience!

-Rhianna

---------- Original Message ----------
**From:** Flock Safety Support [support@flocksafety.com]
**Sent:** 5/30/2024, 9:24 AM
**To:** mbalcorta@cityofsantamaria.org
**Cc:** sbest@cityofsantamaria.org
**Subject:** RE: Condor Camera Pan

Hi there,
I apologize for the delay. I am having our engineers take a look and I will let you know as soon as I hear back.

Thank you for your patience!

Stay safe,
Rhianna

---------- Original Message ----------
**From:** Michael Balcorta [mbalcorta@cityofsantamaria.org]
**Sent:** 5/29/2024, 8:24 AM
**To:** support@flocksafety.com
**Cc:** sbest@cityofsantamaria.org
**Subject:** Condor Camera Pan

Good morning,

It seems like the Condor Camera we have is unable to pan/tilt and is stuck.

C001: Grant St @ River Ranch Dr - WB

**Michael Balcorta, Police Business Systems Analyst**

Santa Maria Police Department | 1111 W. Betteravia Rd

Office: 805-928-3781 ext 1366 | Direct: 805-361-9037

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